

This page documents support for the Contact Center Management Portal (CCMP) product with Unified Contact Center Enterprise (UCCE) on Unified Computing Systems (UCS) hardware.

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## Updates to this Page

The following is a list of significant updates to this page:

Date	Update
August 2013	Updated to include updated CCMP OVA names.
August 2012	Support for Unified CCE Release 9.0(1).
January 2011	Updated the OVA download link and procedure.
December 2010	Support for Unified CCE, Release 8.5(1).

## CCMP Component Capacities and VM Configuration Requirements

See [List of CCMP OVA Templates](#).

This table shows the supported CCMP components, their capacities, and the VM computing resource requirements. You must use the OVA virtual machine templates to create the Unified CCE component VMs. Note that the Single Server template is also used as the template for a Web Server in a dual-tier < 8k agent deployment.

CCMP Component	Capacity	vCPU	RAM (GB)	vDisk (GB)	vNIC	Template Name
CCMP Single Server Deployment (<1500 Agents)	< 1500 agents	4	4	100	1	ccmp_<CCMP version>_single_vmv<vmware version>.ova
CCMP Web Server (< 8000 agents)	< 8000 agents	4	4	100	1	ccmp_<CCMP version>_single_vmv<vmware version>.ova

Agents)

CCMP DB Server (< 8000 Agents)	< 8000 agents	8	8	100 x 2	1	ccmp_<CCMP version>_db_vmv<vmware version>.ova
CCMP Web/App Server Large Deployment (> 8000 Agents)	> 8000 agents	8	16	100	1	ccmp_<CCMP version>_web_large_vmv<vmware version>.ova
CCMP DB Server Large Deployment (> 8000 Agents)	> 8000 agents	8	16	100 + 200	1	ccmp_<CCMP version>_db_large_vmv<vmware version>.ova

For instructions on how to obtain the OVA templates, see [Downloading OVA Templates](#).

## Downloading OVA Templates

1. Proceed to the [Cisco download page](#).
2. To download a single OVA file, click the **Download File** button next to that file. To download multiple OVA files, click the **Add to Cart** button next to each file that you want to download, then click on the **Download Cart** link. A Download Cart page appears.
3. Click the **Proceed with Download** button on the Download Cart page. A Software License Agreement page appears.
4. Read the Software License Agreement, then click the **Agree** button
5. On the next page, click on either the **Download Manager** link (requires Java) or the **Non Java Download Option** link. A new browser window appears.

◇ If you selected Download Manager, a Select Location dialog box appears. Specify the location where you want to save the file, and click **Open** to save the file to your local machine.

◇ If you selected Non Java Download Option, click the **Download** link on the new browser window. Specify the location and save the file to your local machine.

## VM Performance Requirements

- ◇ CPU usage (average) should not exceed 60% for the ESXi Server and for each of the individual processors, and for each VM.
- ◇ Memory usage (average) should not exceed 80% for the ESXi Server and for each of the VMs.
- ◇ VM snapshots are not supported in production since they have significant impact on system performance.
- ◇ The SAN must be able to handle the following Unified CCE application disk I/O characteristics.
- ◇ Enable hyperthreading on all ESXi servers.

CCMP Component	IOPS			Disk Read KBytes / sec			Disk Write KBytes / sec			Operating Conditions
	Peak	Avg.	95th Pct.	Peak	Avg.	95th Pct.	Peak	Avg.	95th Pct.	
CCMP (DB)	502	158	n/a	n/a	n/a	n/a	n/a	n/a	n/a	8000 agents;175 concurrent users per web

CCMP (Web)	1723	802	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	server
											8000 agents;175 concurrent users per web server

## Migrating Unified CCMP For Use in a UCCE Virtualized Environment

This section details how to migrate Unified CCMP so it can operate in a UCCE virtualized environment. Note that this assumes that the same version of CCMP exists on the pre and post virtualization environments.

### Backup the Existing Unified CCMP

#### Unified CCMP Database Server(s)

On the existing Unified CCMP Database Server(s), perform the following:

1. In Windows Desktop click **Start > All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio**. Microsoft SQL Server Management Studio displays.
2. Enter the credentials of the database server and click **Connect**.
3. Navigate to the CCMP Database (i.e., Portal).
4. Right click the database and select **Tasks > Back Up?**
5. Ensure the appropriate Database (i.e., Portal) is selected.
6. Click **Add**.
7. Type the file location of where you would like the back up to be made, or click ??? to browse to the location. Note the backup name (e.g. Portal.bak) must be included.
8. Click **OK**.
9. Click **OK** (this will start the backup process).
10. Repeat steps 3 through 9 for the Reporting Services Databases (ReportServer and ReportServerTempDB). This step is not required for Unified CCMP 9.x.
11. The backups must be copied to the appropriate database servers.

#### Unified CCMP Web Server(s)

**Note: The steps in this section are not required for Unified CCMP 9.x**

On the existing Unified CCMP Web Server(s), perform the following:

1. In Windows Desktop click **Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > Reporting Service Configuration Manager**.
2. Enter the machine name and instance name and click **Connect**.
3. Click **Encryption Keys**.
4. Click **Backup**.
5. Enter the password.
6. Enter the key file (for example, rs.snk).
7. Click **OK** (this will back up the RS encryption key).
8. Click **Exit**.

## Restore the Existing Unified CCMP on the New Servers

### Unified CCMP Database Server(s)

On the new Unified CCMP Database Server(s), perform the following:

1. Ensure the appropriate backups have been copied onto this server.
2. In Windows Desktop click **Start > All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio**.
3. Enter the credentials of the database server and click **Connect**.
4. Right-click **Databases**.
5. Click **Restore Database**.
6. Enter the name of the database (for example, portal) in the **To** database field. **Note:** it is important you use the same name as previously used.
7. Select **From Device**.
8. Click **?**
9. Select **Backup Media File**.
10. Select **Add**.
11. Browse to the appropriate file (e.g. portal.bak).
12. Click **OK**.
13. Click **OK**.
14. Click **OK** (this will restore the database).
15. Repeat steps 4 through 11 for the Reporting Services Databases (i.e., ReportServer and ReportServerTempDB). This step is not required for Unified CCMP 9.x.

### Unified CCMP Web server(s)

**Note: The steps in this section are not required for Unified CCMP 9.x**

On the new Unified CCMP Web Server(s), perform the following:

1. In Windows Desktop click **Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > Reporting Service Configuration Manager**.
2. Enter the machine name and instance name and click **Connect**.
3. Click **Encryption Keys**.
4. Click **Backup**.
5. Enter a password.
6. Enter a key file (for example, rs.snk).
7. Click **Open**.
8. Click **OK** (this will set the correct RS encryption key).

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Back to [Virtualization for Unified CCE](#)